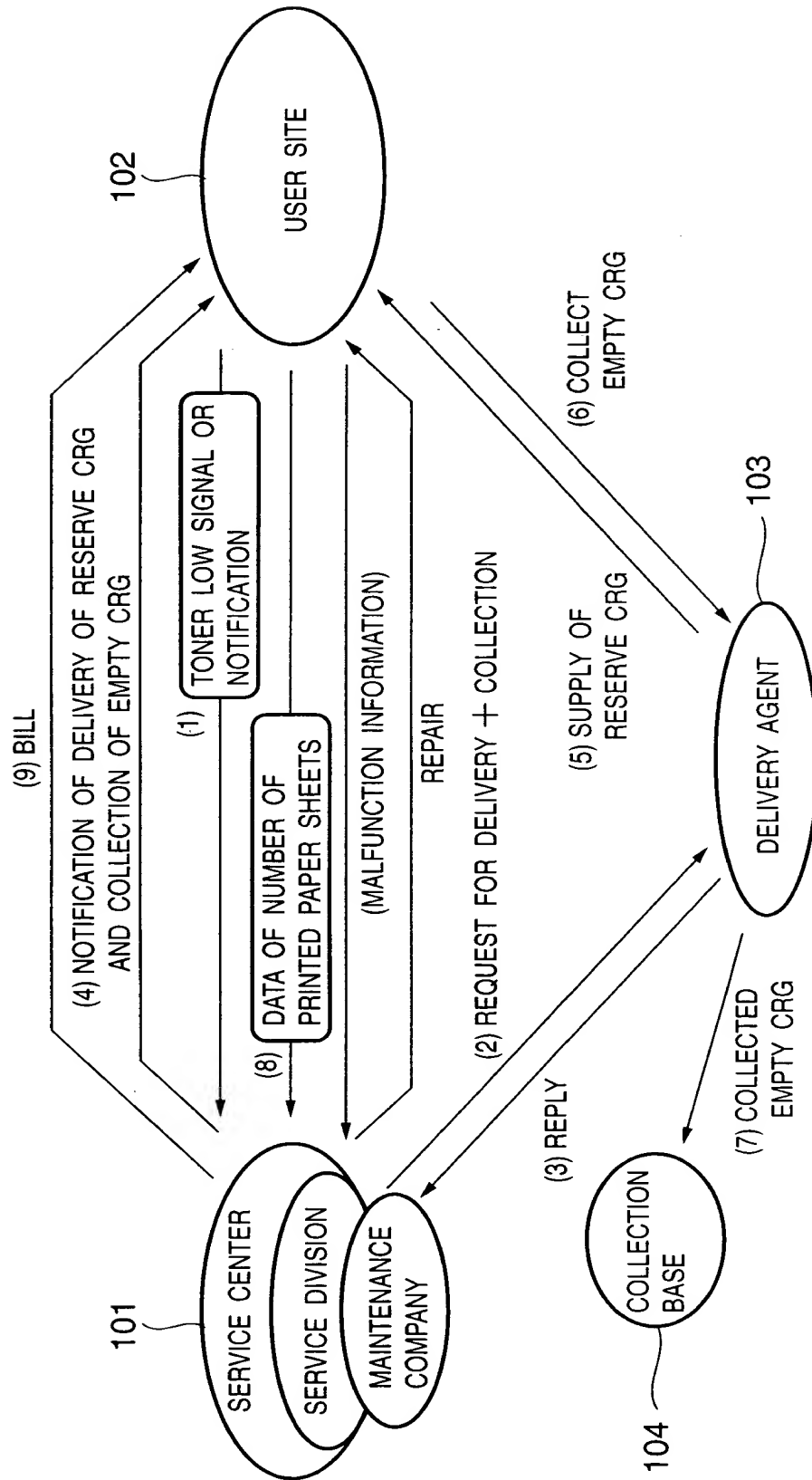


FIG. 1



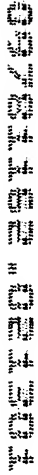
[illegible]

FIG. 3

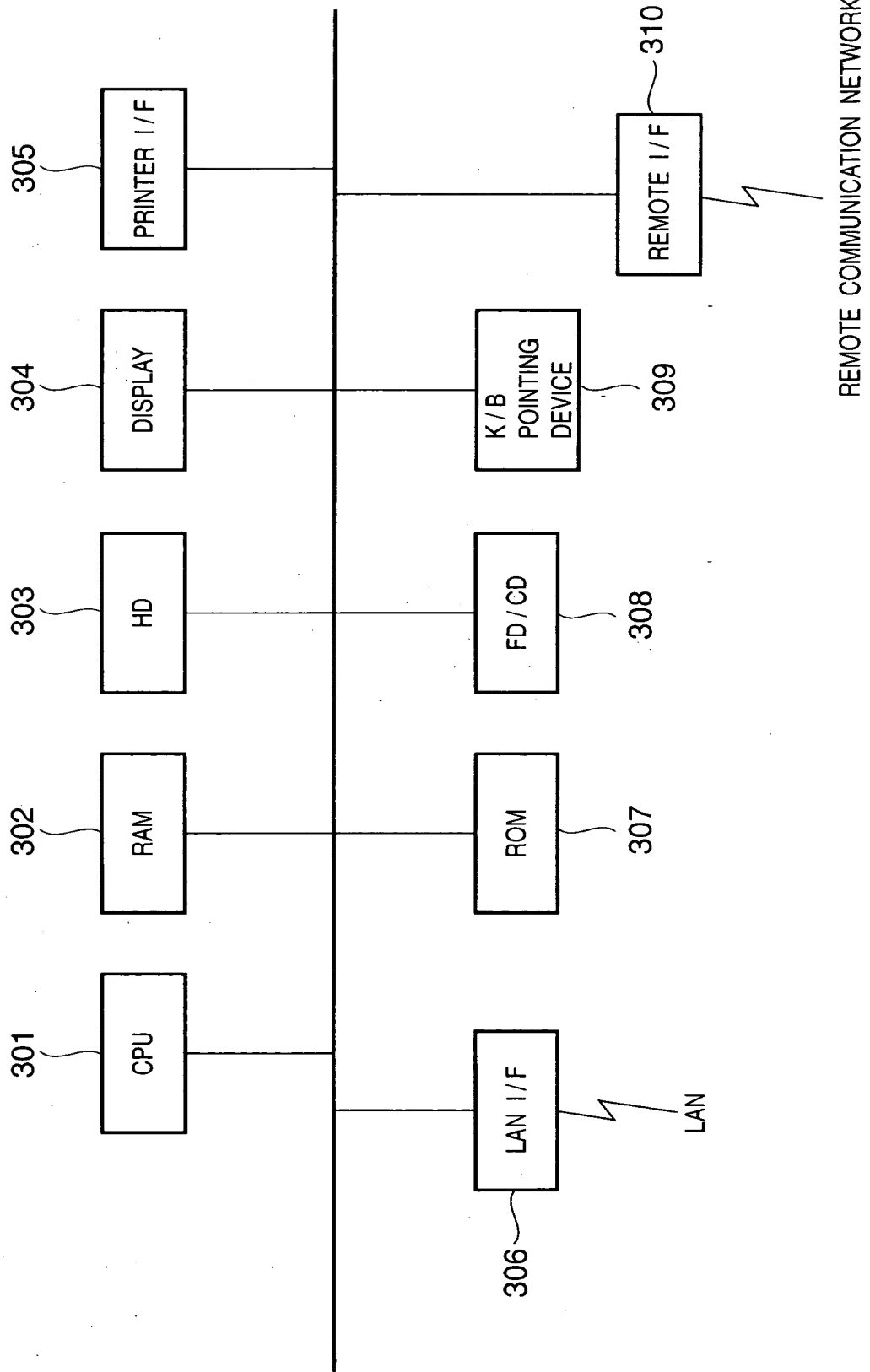


FIG. 4

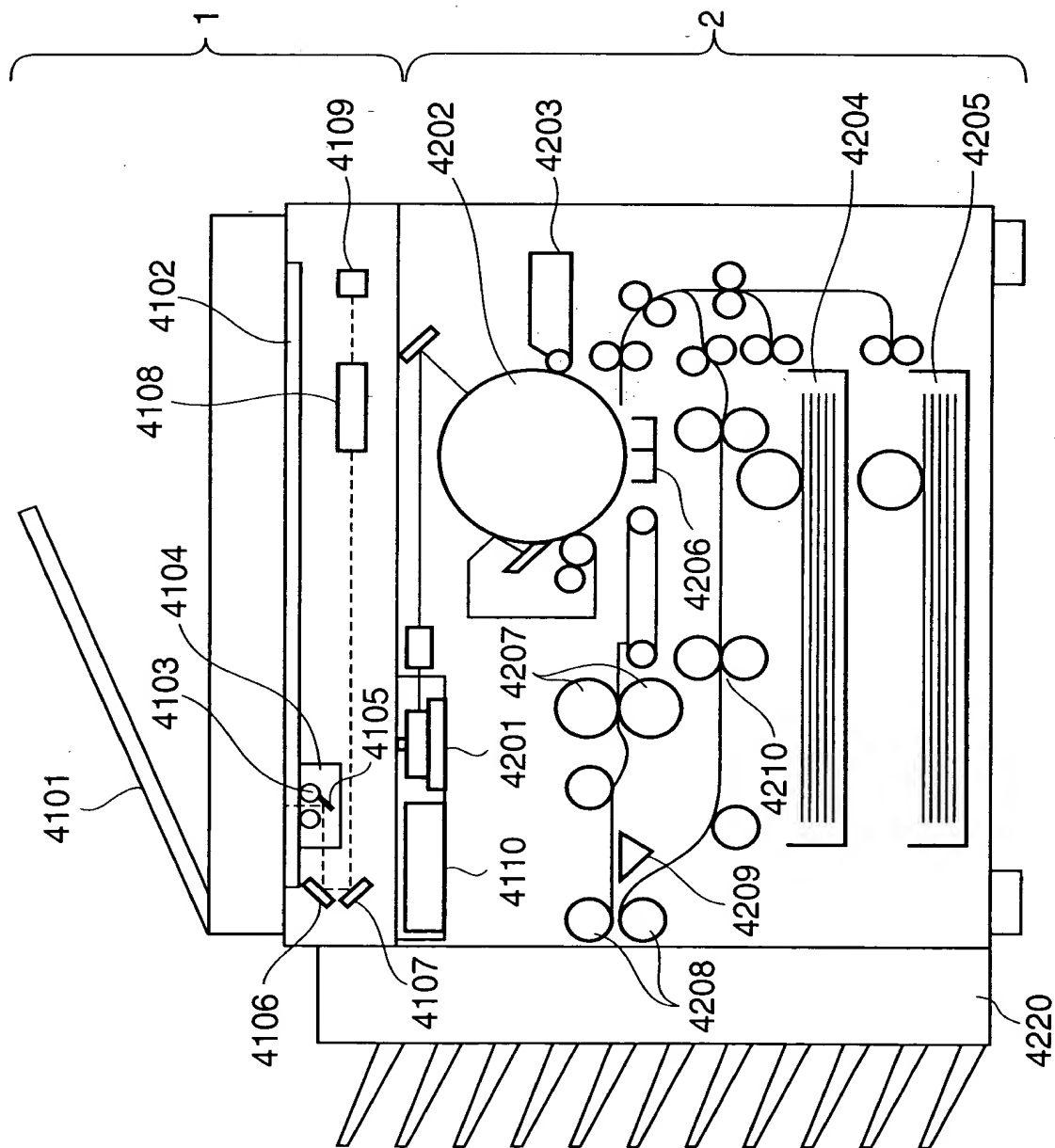


FIG. 5

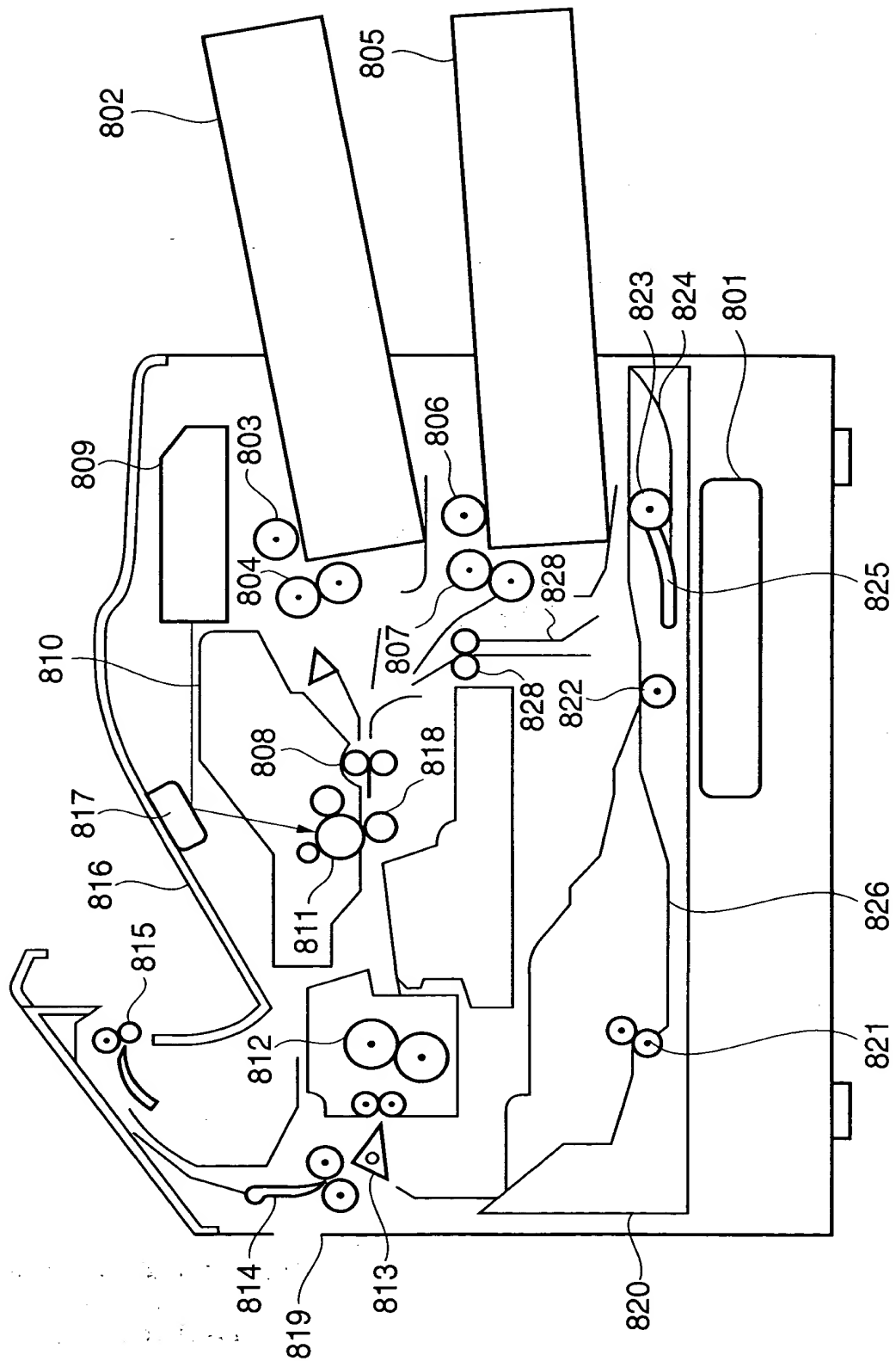


FIG. 6

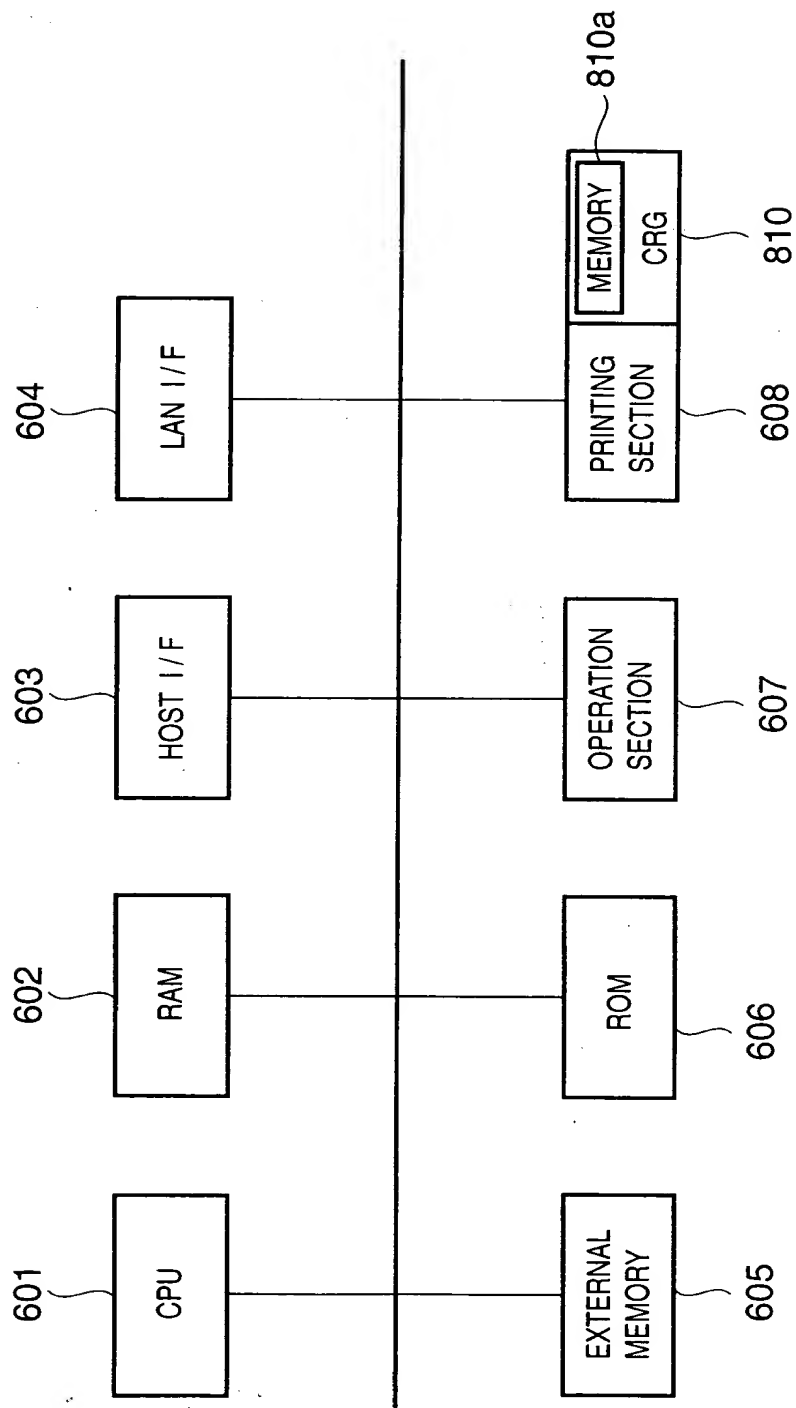


FIG. 7

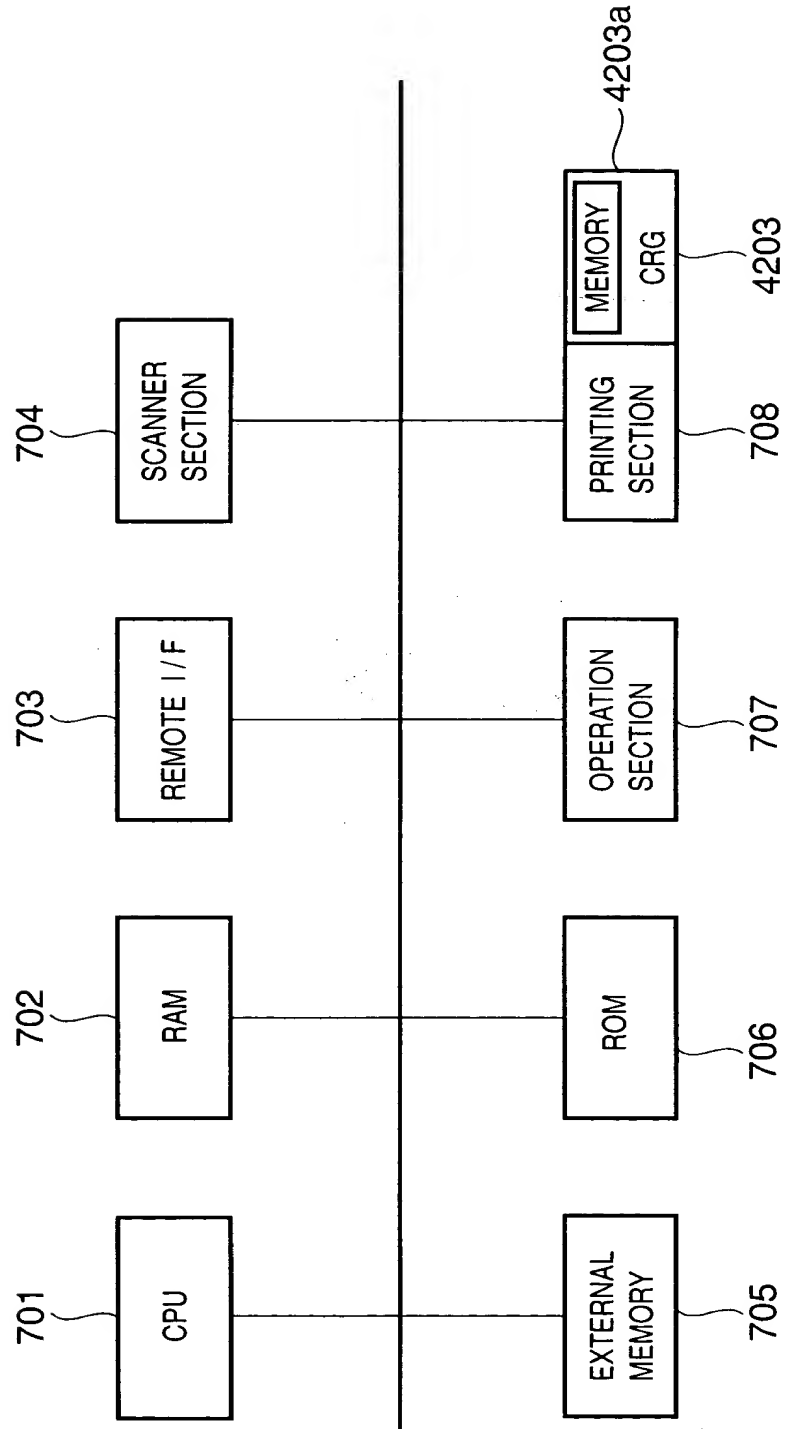


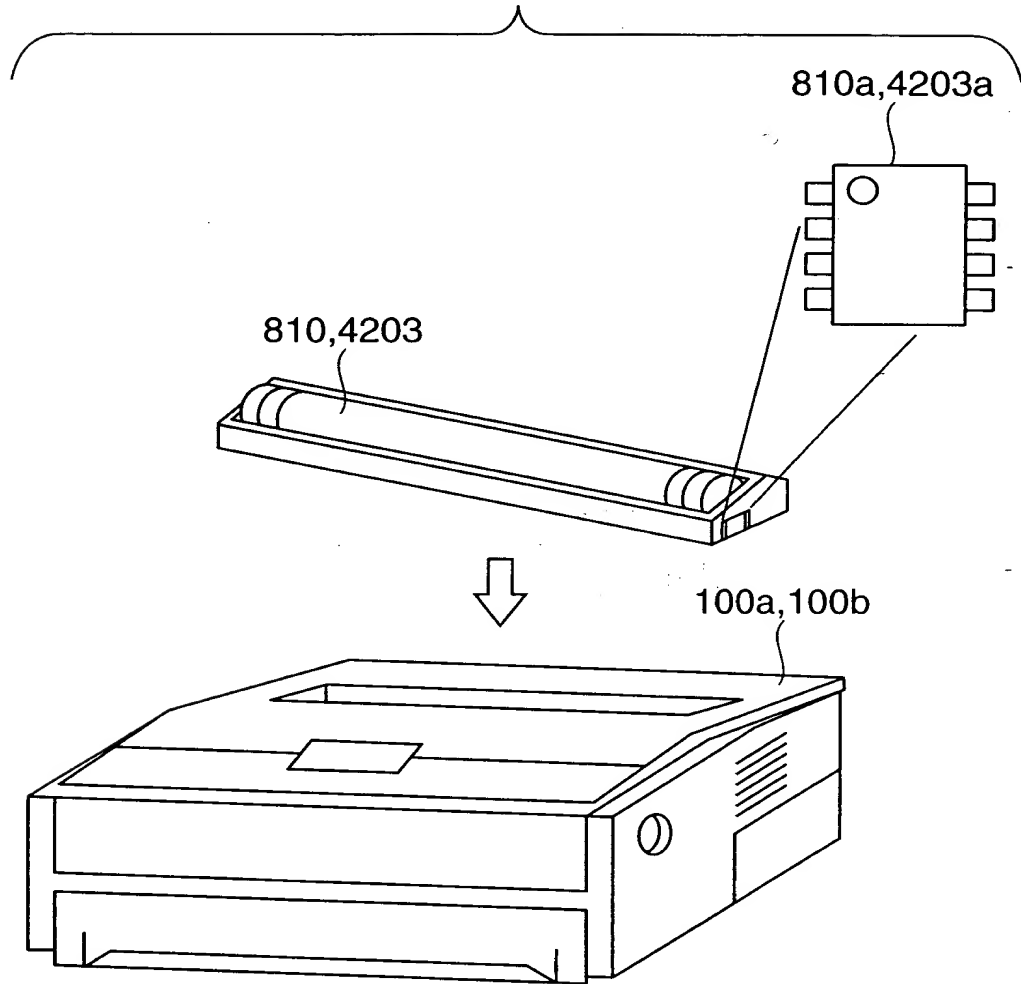
FIG. 8

FIG. 9

	TOTAL COUNT / TOTAL JAM COUNT	901
	NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	902
	NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	903
	REMAINING TONER AMOUNT	904
	USE START DAY / END DAY	905
	USE PERIOD	906
	CARTRIDGE TYPE ID / SERIAL NO.	907

FIG. 10

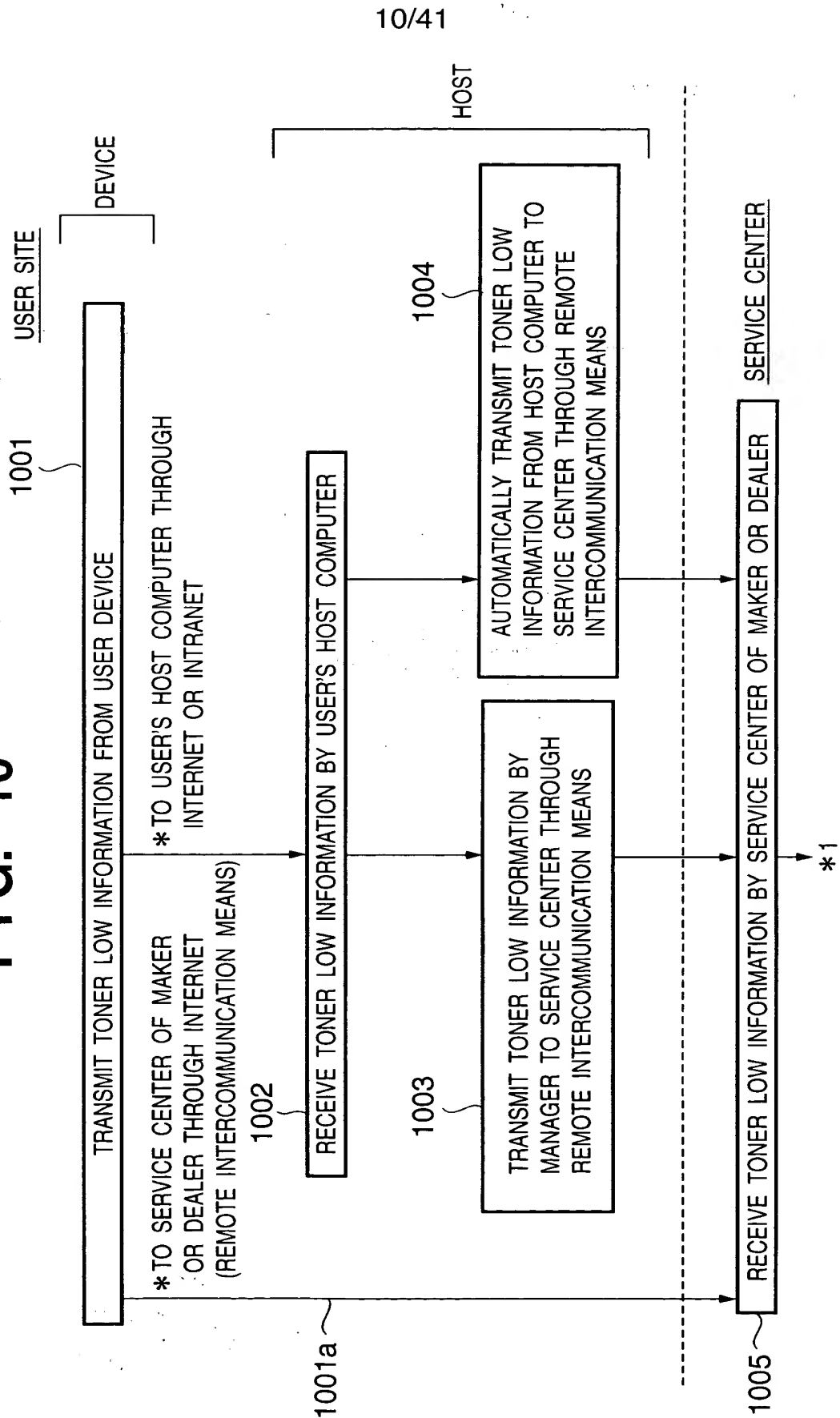


FIG. 11

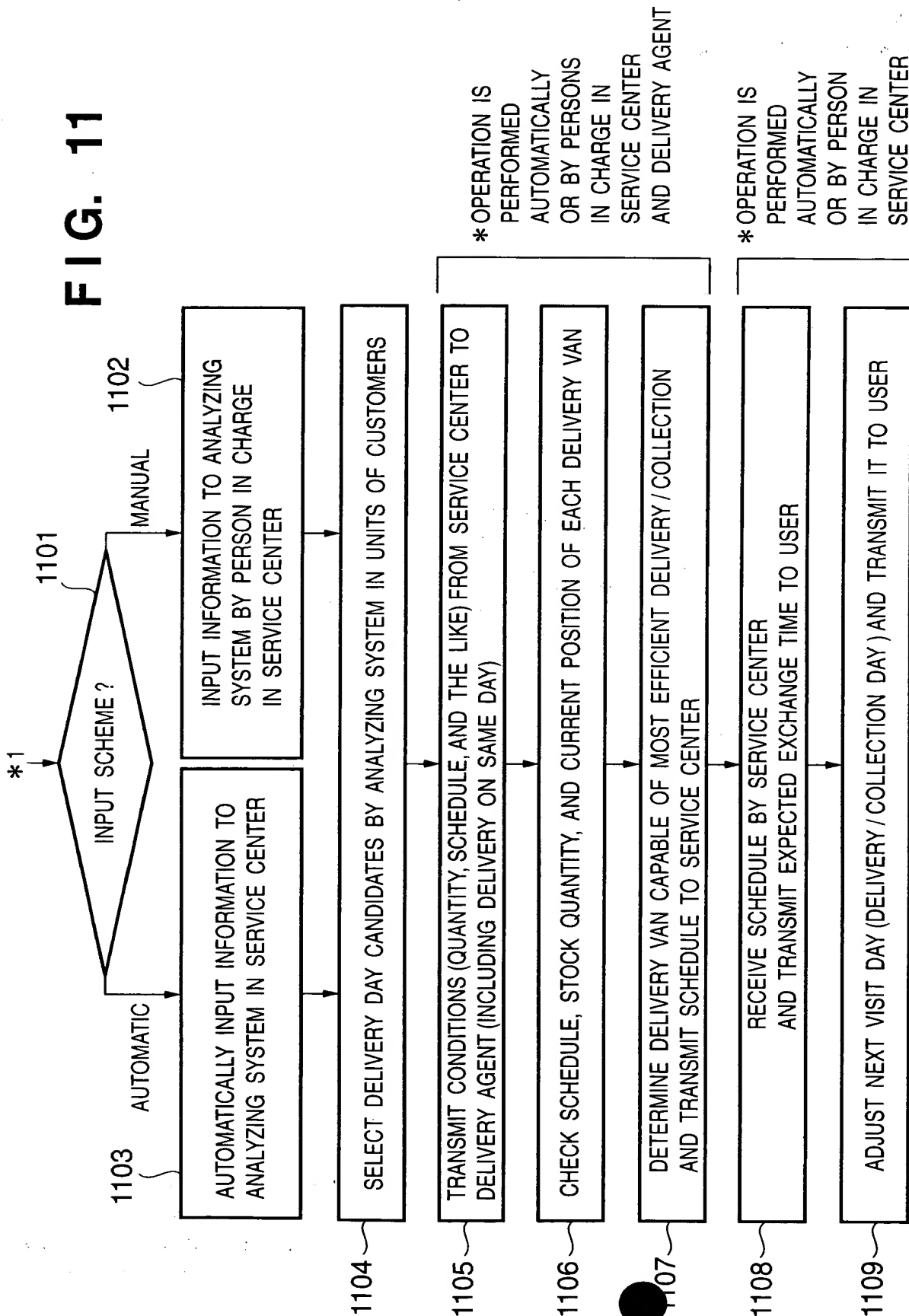


FIG. 12

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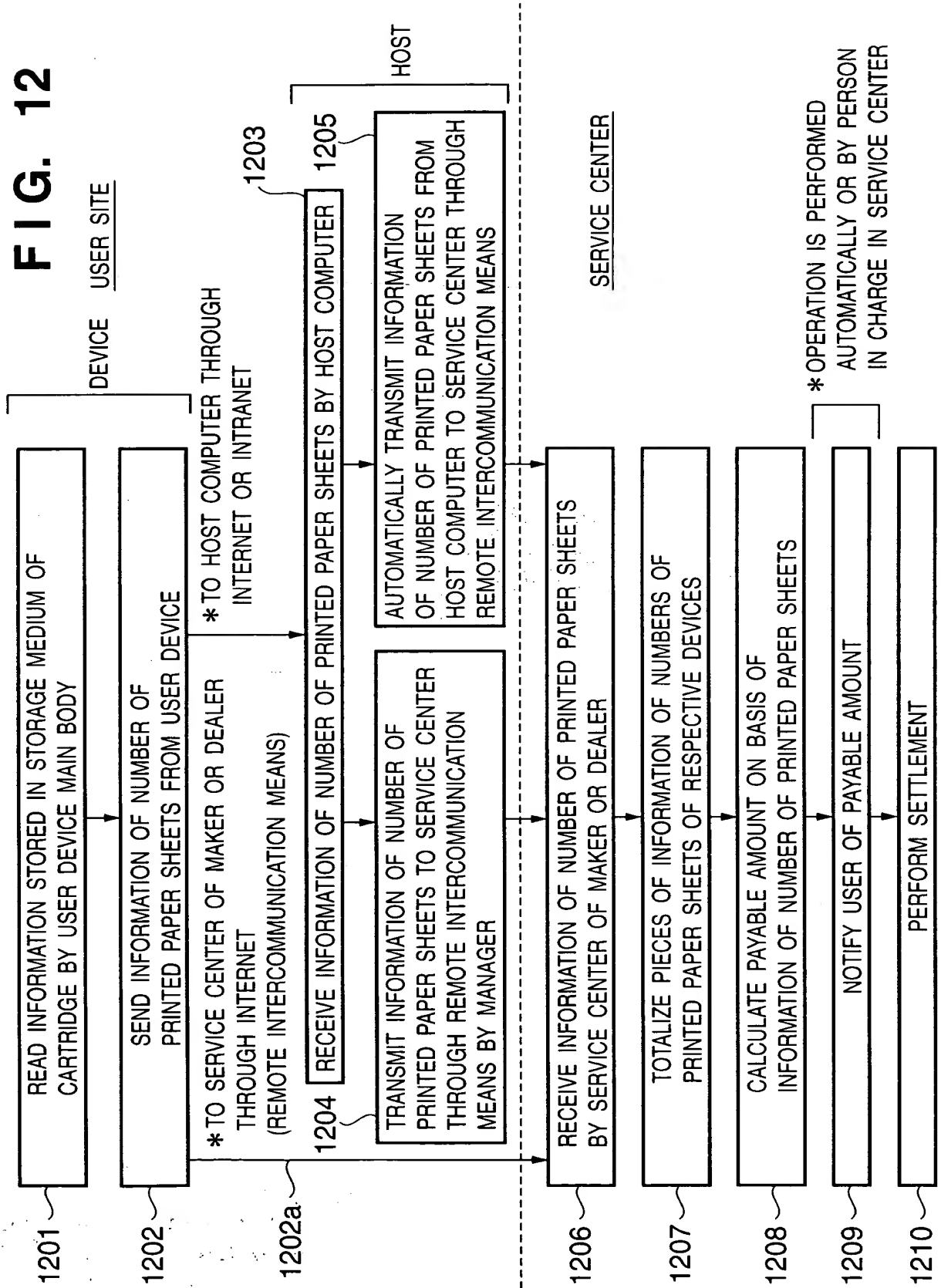


FIG. 13

! IT IS TIME TO EXCHANGE CARTRIDGE

TONER IN YOUR MACHINE NAME IS RUNNING SHORT
(*OR _____% REMAINS)

EXPECTED EXCHANGE TIME IS
*****YEAR**MONTH**DAY — *****YEAR**MONTH**DAY

MAY WE DELIVER RESERVE CARTRIDGE ?

* IF YOU SELECT "YES", ADJUSTMENT OF VISIT DAY
(DELIVERY DAY) WILL BE DONE ON NEXT WINDOW

IF "NO", WINDOW IS RE-DISPLAYED
AFTER PREDETERMINED TIME

IF "YES", WINDOW IS SWITCHED TO
ADJUSTMENT WINDOW

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FIG. 14

WE ADJUST VISIT DAY (DELIVERY DAY)

EXPECTED EXCHANGE TIME IS :
*****YEAR**MONTH**DAY — *****YEAR**MONTH**DAY

PLEASE INPUT CONVENIENT DAYS FOR YOU

<FIRST CHOICE>

YEAR MONTH DAY ~ MONTH DAY

TIME: TO O'CLOCK

<SECOND CHOICE>

YEAR MONTH DAY ~ MONTH DAY

TIME: TO O'CLOCK

IF "CANCEL" IS CLICKED,
WINDOW RETURNS TO
TONER LOW NOTIFICATION WINDOW

IF "TRANSMIT" IS CLICKED,
WINDOW IS SWITCHED TO
DELIVERY DAY NOTIFICATION WINDOW

FIG. 15

! INFORMATION OF VISIT DAY (DELIVERY DAY)

WE WILL VISIT YOU (FOR DELIVERY)
AT **TO** O'CLOCK ON ****YEAR**MONTH**DAY

IF YOU WANT CHANGE, PLEASE CLICK ON CHANGE BUTTON

OK

CHANGE

FROM DELIVERY DAY ADJUSTMENT WINDOW

IF "CHANGE" IS CLICKED,
WINDOW IS SWITCHED TO
DELIVERY DAY ADJUSTMENT WINDOW

FIG. 16

! INVOICE

CHARGE FOR****YEAR**MONTH IS

NUMBER OF DEVICES COVERED BY AGREEMENT: ×× PIECES

TOTAL NUMBER OF PRINTED PAPER SHEETS: △△ LEAVES

BASIC CHARGE: □□ YEN

UNIT PRICE PER PRINT: YEN

*****DISCOUNT: ××× (YEN / %)

PAYABLE AMOUNT: ○○○○ YEN

☐ IF YOU APPROVE, PLEASE CLICK ON "YES"

☒ IF THERE IS ANY QUESTION, PLEASE CLICK ON "NO".
PERSONNEL IN OUR SERVICE CENTER WILL RESPOND.

YES

NO

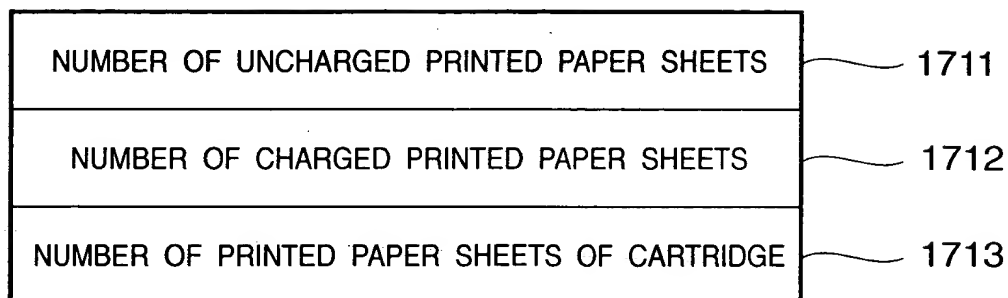
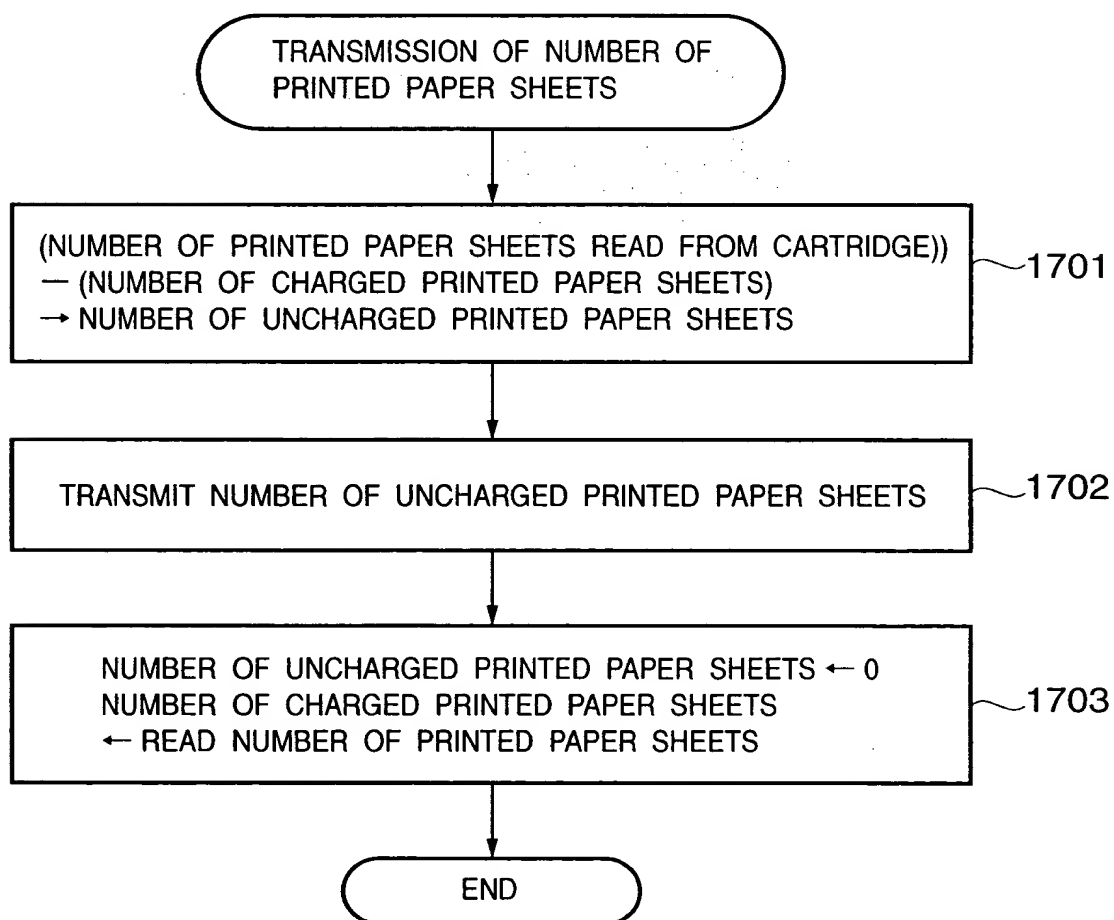
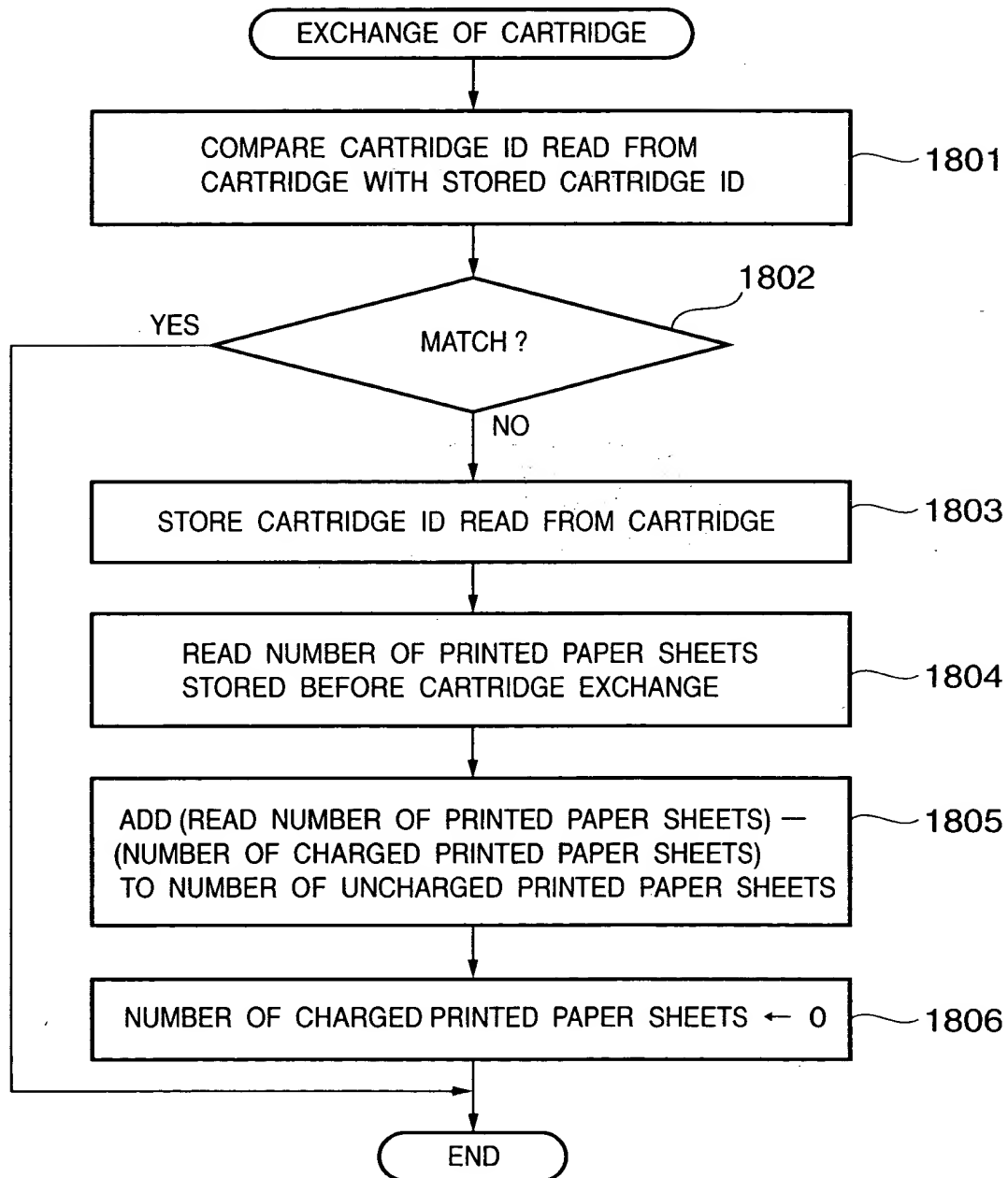
FIG. 17A**FIG. 17B**

FIG. 18

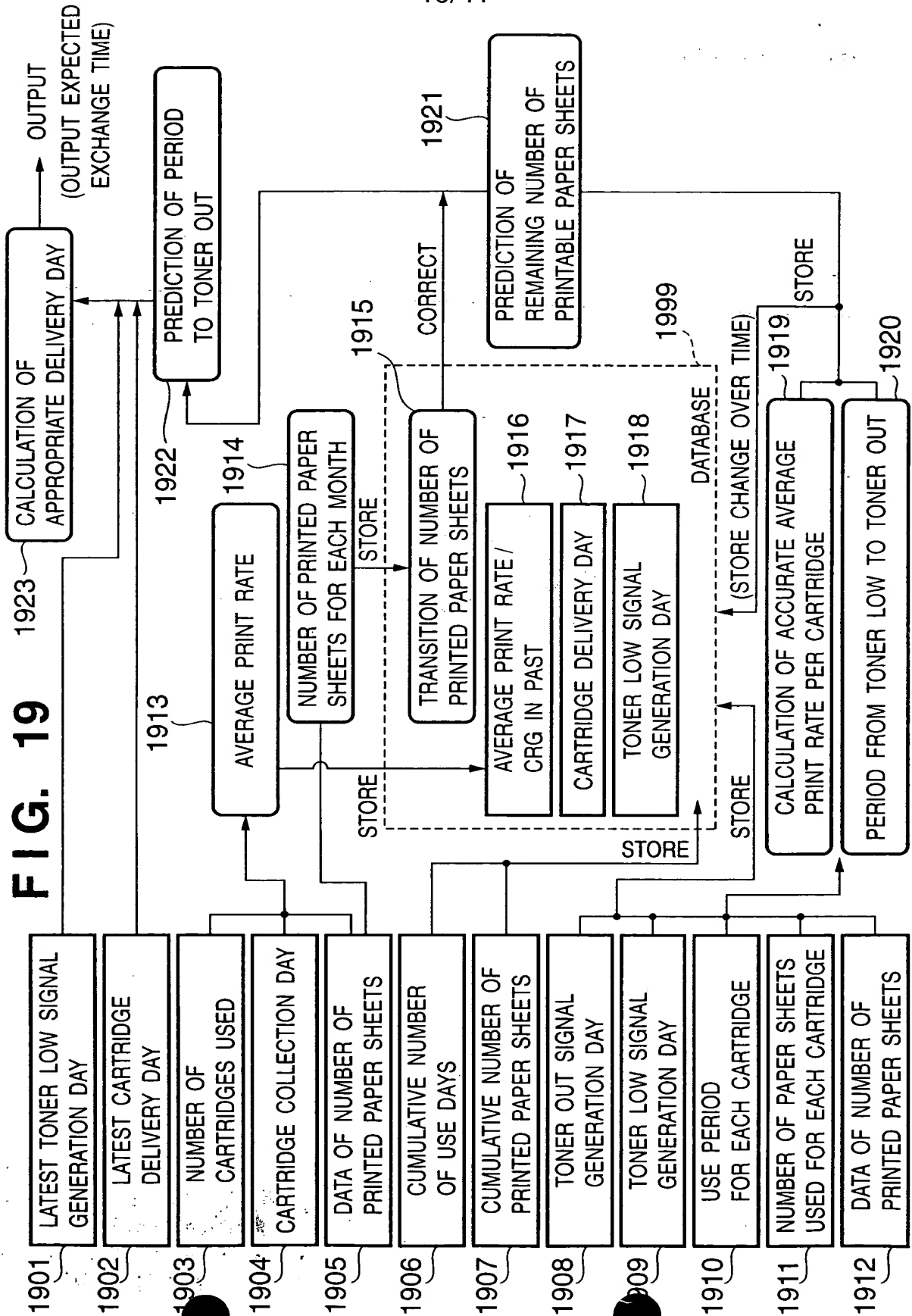


FIG. 20

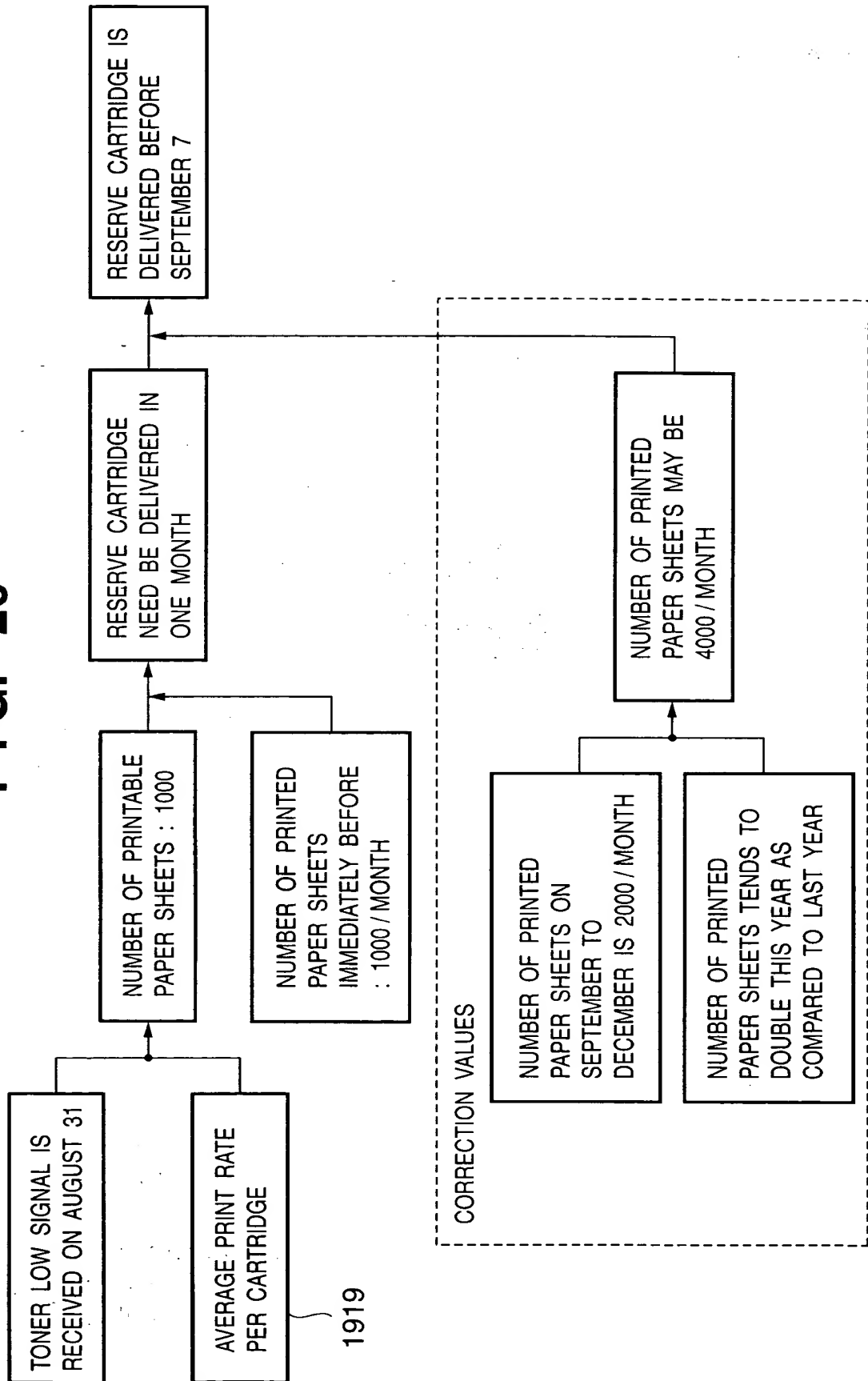
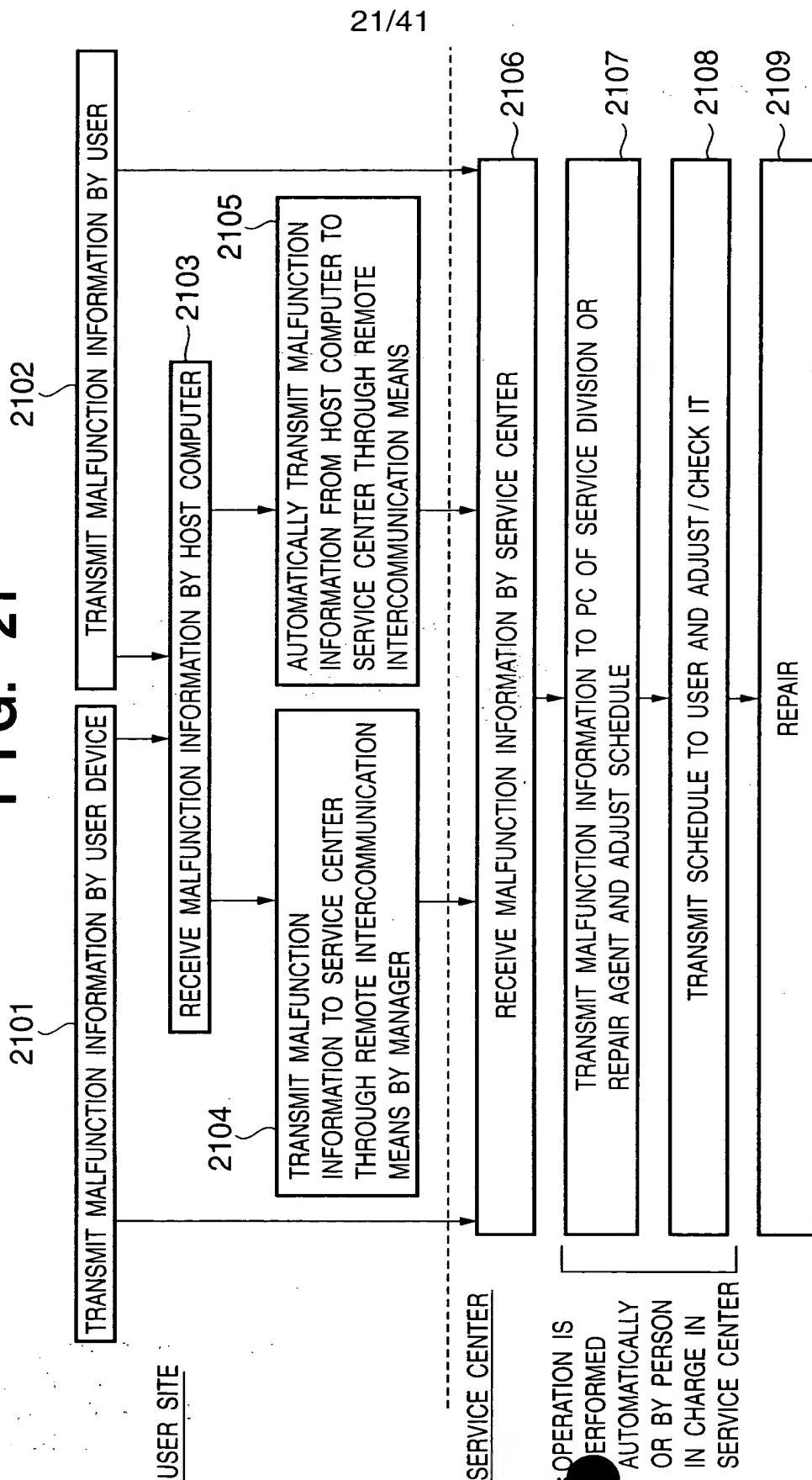


FIG. 21



*OPERATION IS PERFORMED AUTOMATICALLY OR BY PERSON IN CHARGE IN SERVICE CENTER

FIG. 22A

WE WILL ADJUST VISIT DAY FOR REPAIR

PLEASE INPUT CONVENIENT DAYS FOR YOU

<FIRST CHOICE>

YEAR MONTH DAY ~ MONTH DAY

TIME: TO O'CLOCK

<SECOND CHOICE>

YEAR MONTH DAY ~ MONTH DAY

TIME: TO O'CLOCK

TRANSMIT CANCEL

FIG. 22B

MALFUNCTION SITUATION NOTIFICATION SHEET

PLEASE SELECT SYMPTOM OF YOUR MACHINE

☐ PAPER JAMS CONTINUE TO OCCUR

☐ IMAGE IS DIRTY

☐ NO IMAGE IS PRINTED

TRANSMIT CANCEL

FIG. 23

TOTAL NUMBER OF PRINTED / JAMMED PAPER SHEETS	2300
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	2301
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	2302
SERVICE CENTER ADDRESS	2303
CARTRIDGE TYPE ID	2304

637814818739

FIG. 24

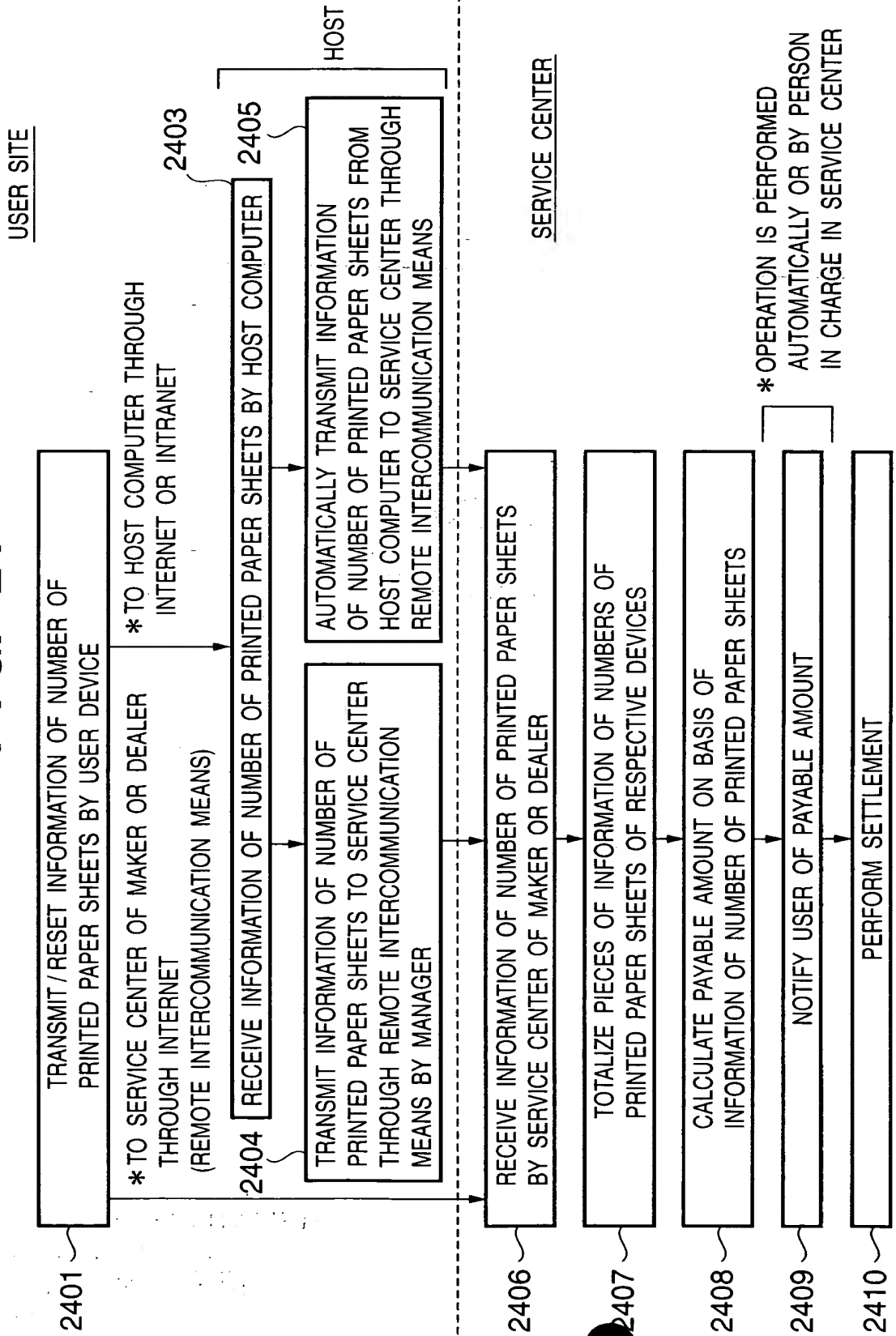


FIG. 25

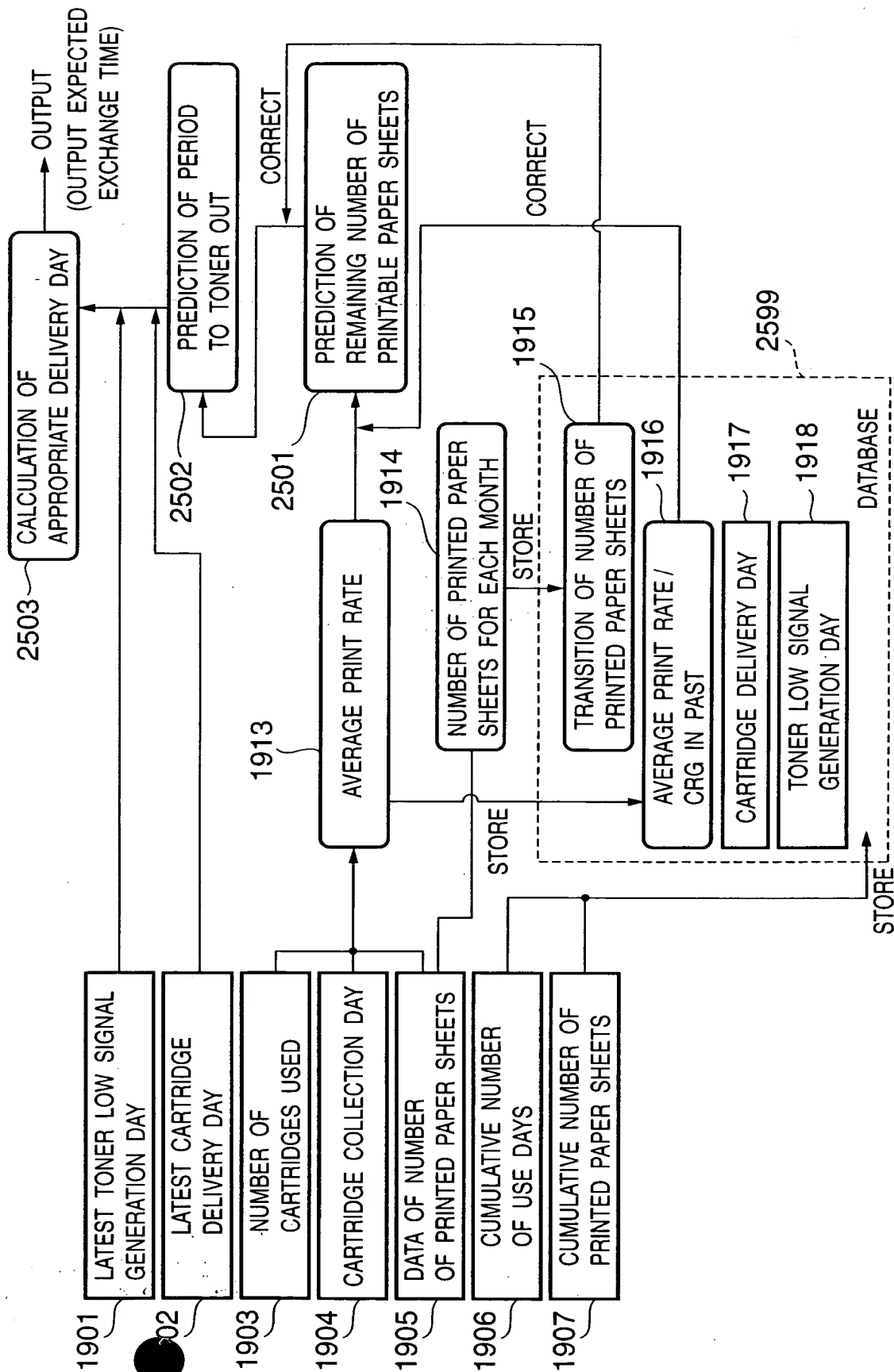


FIG. 26

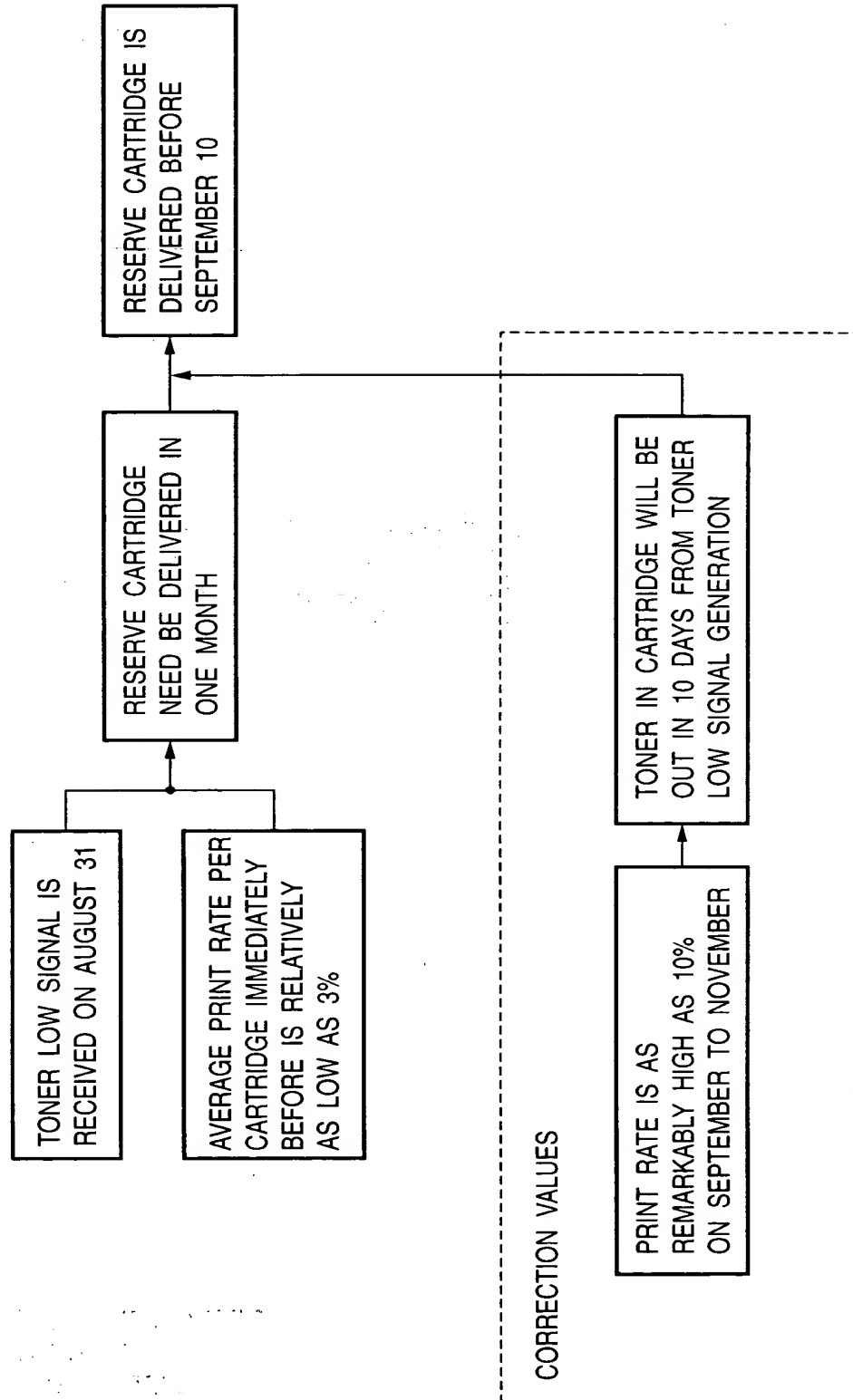


FIG. 27

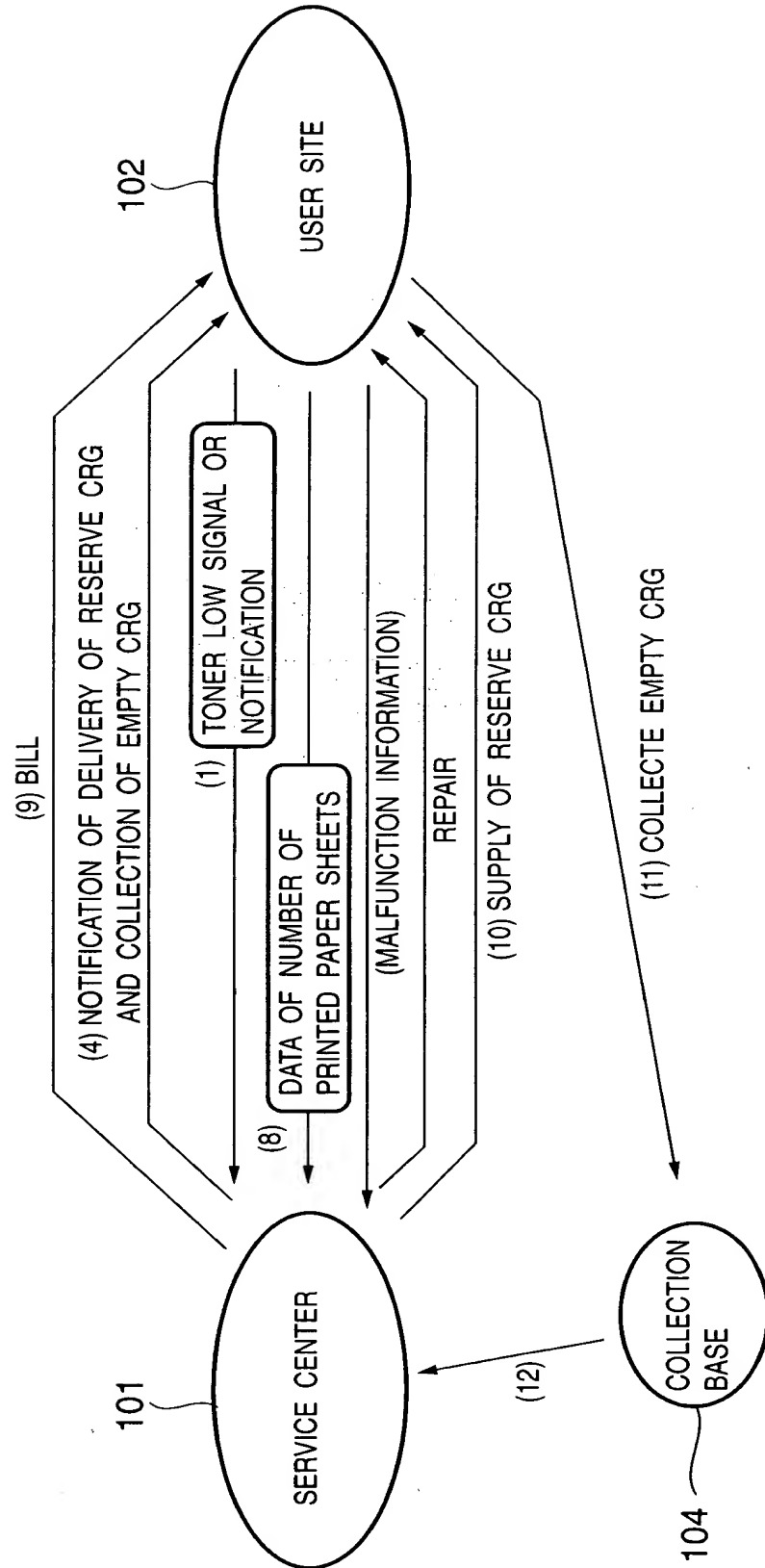


FIG. 28

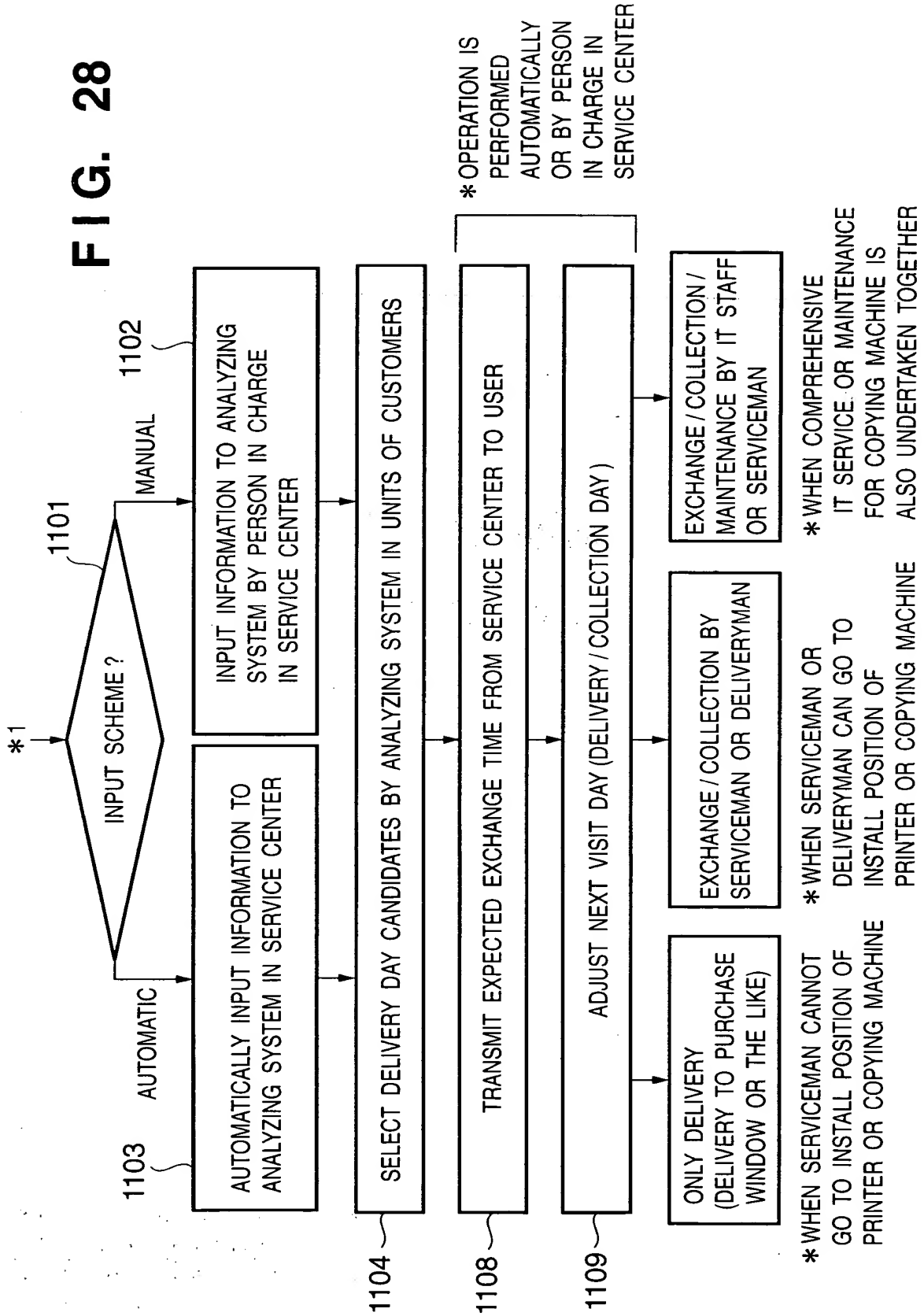
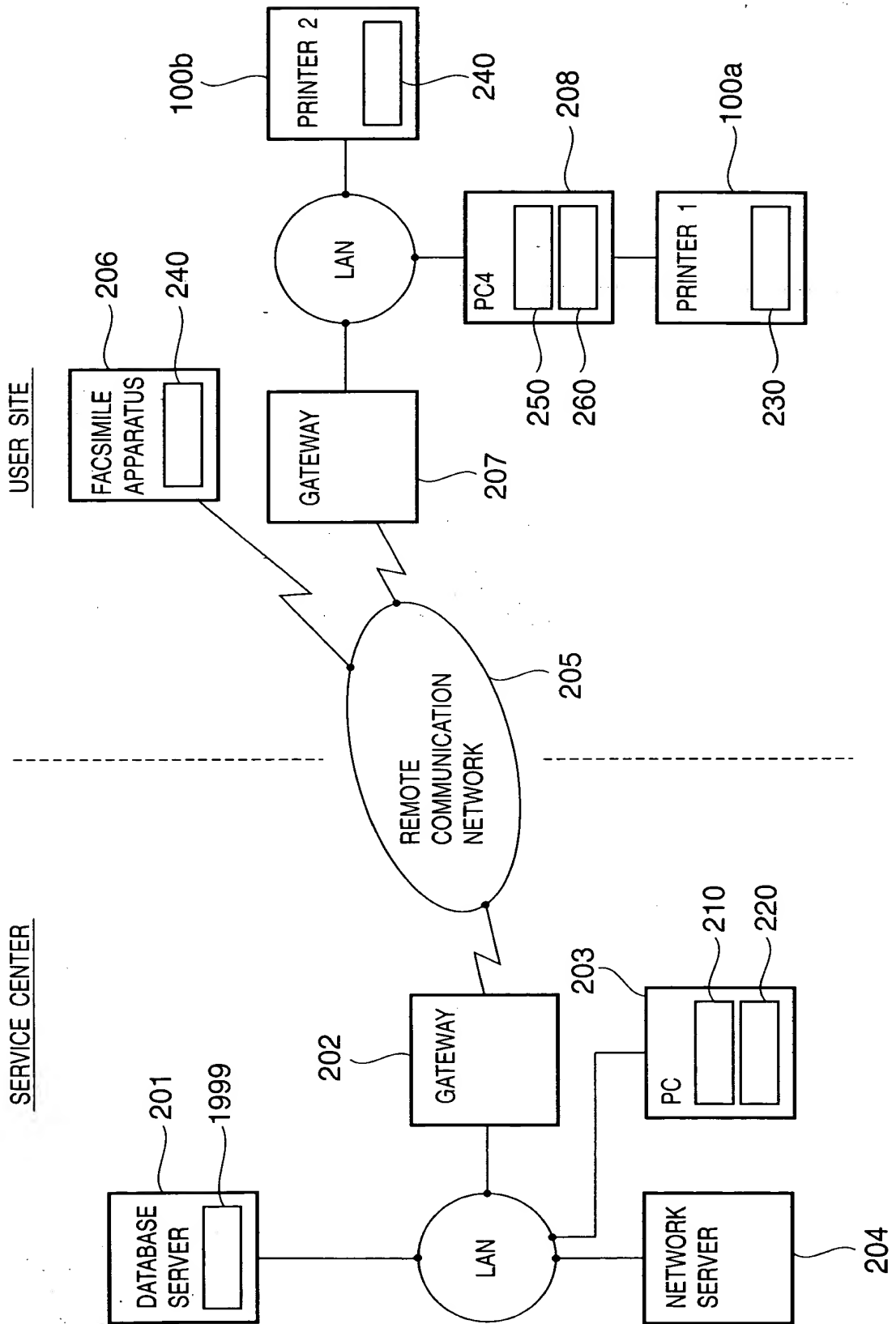


FIG. 29



Year	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

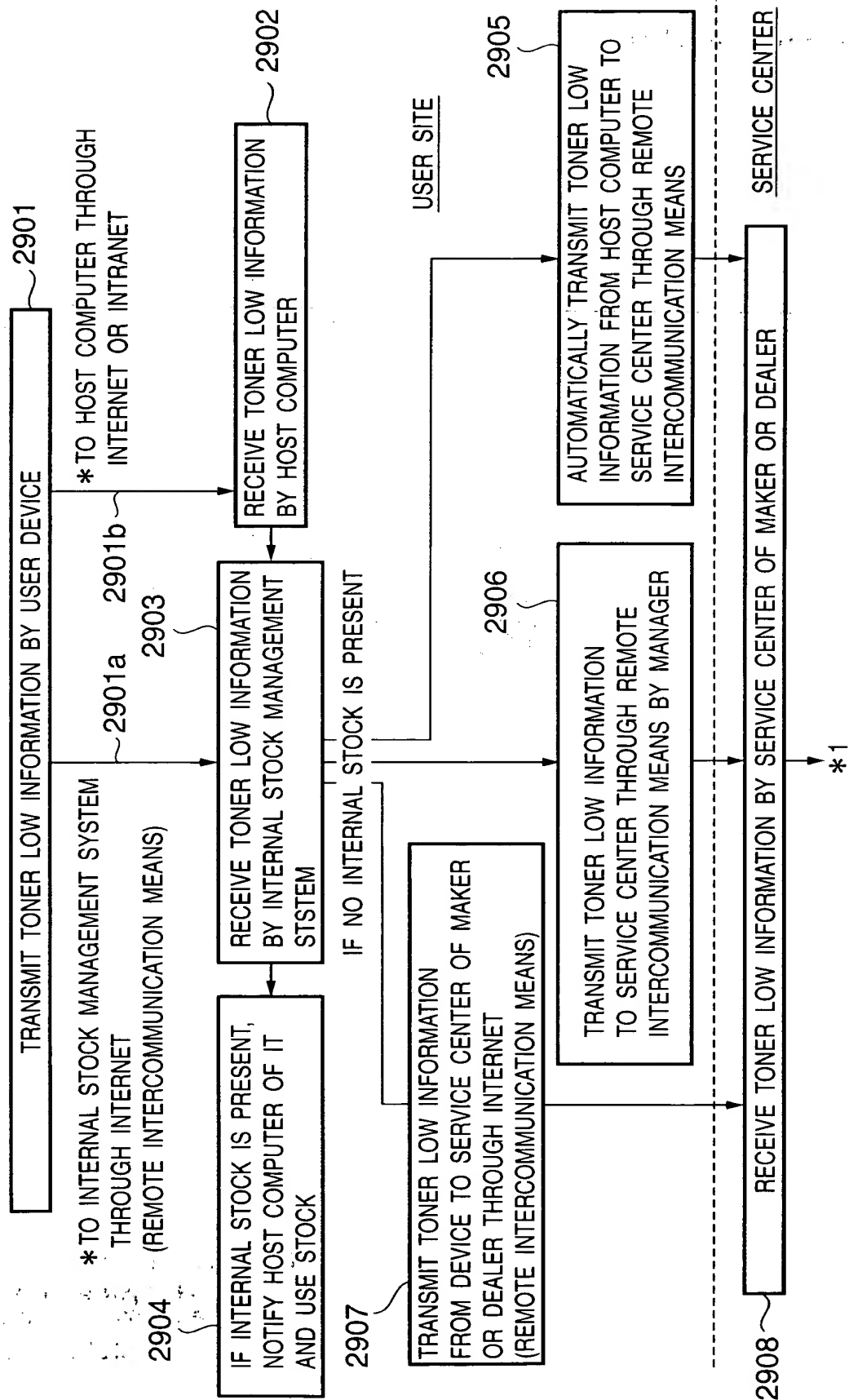


FIG. 31A

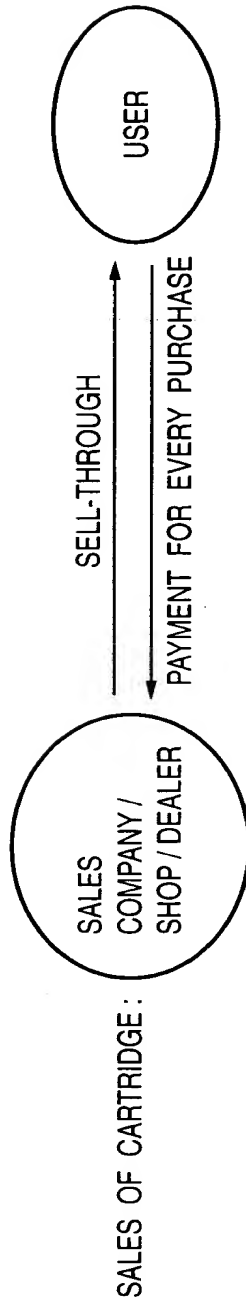


FIG. 31B

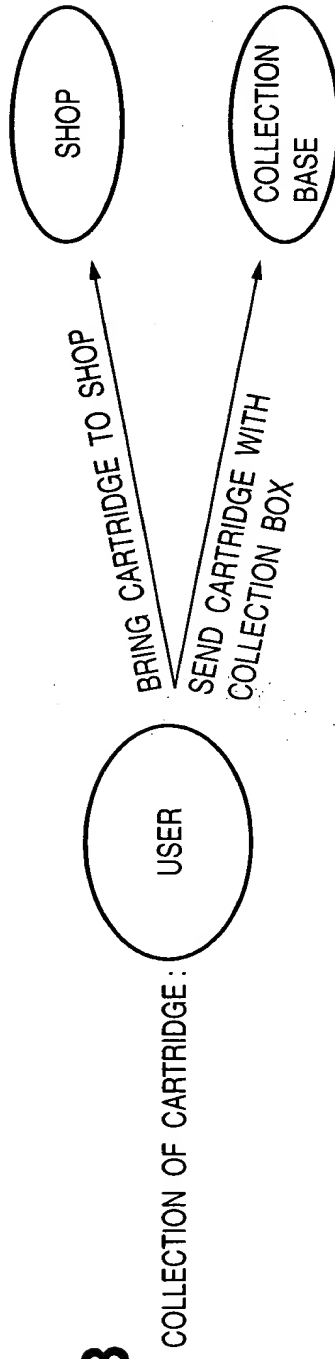
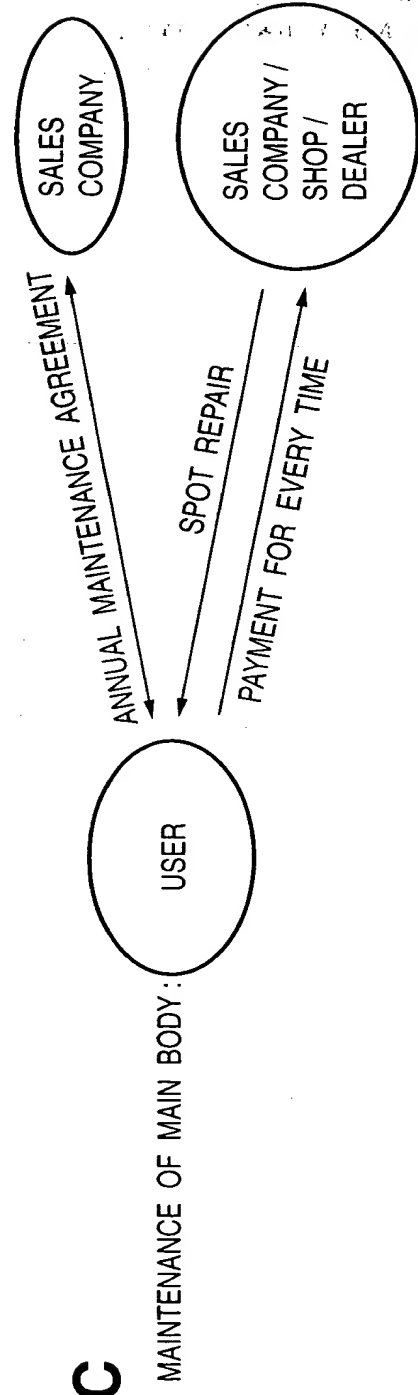


FIG. 31C



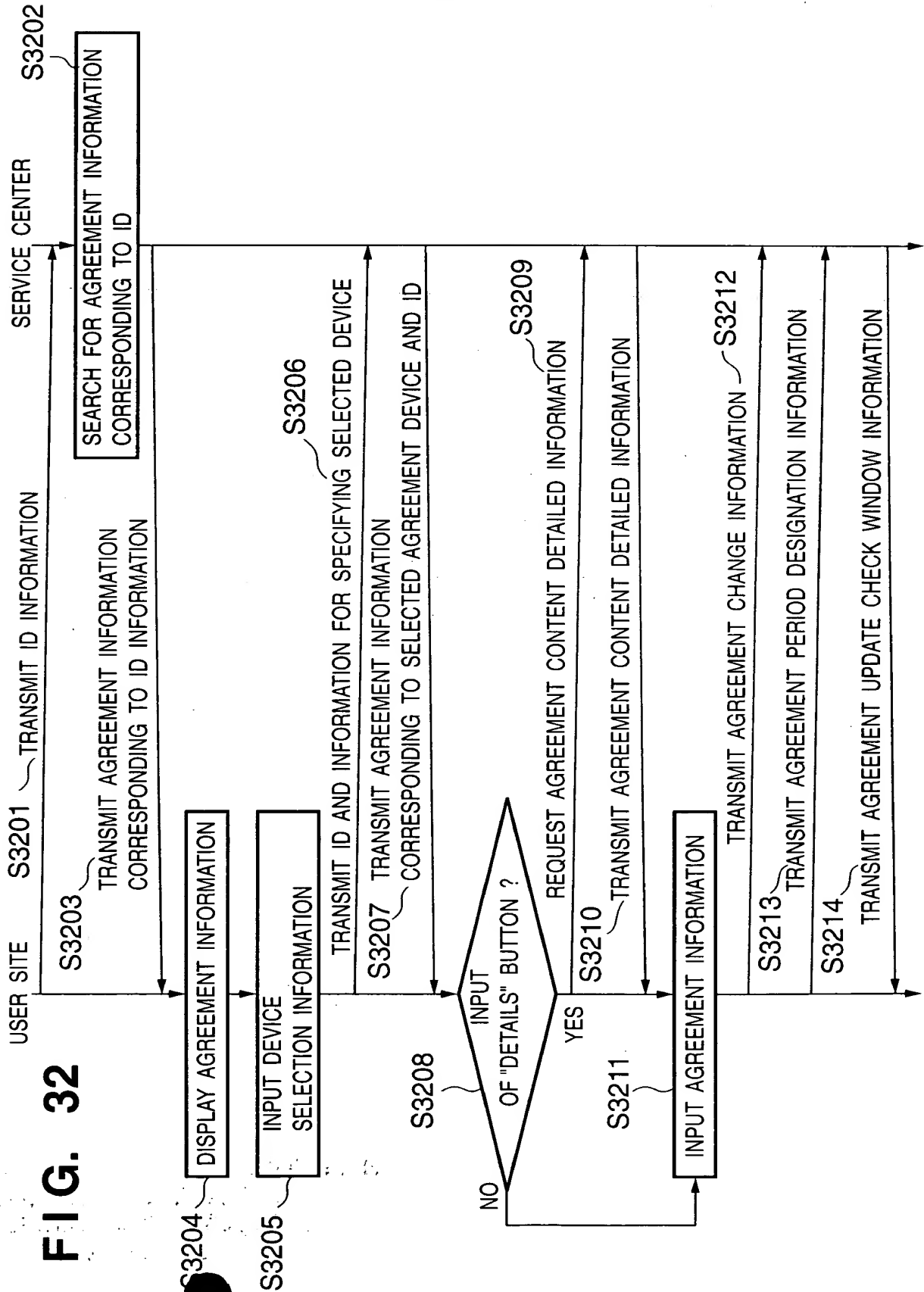


FIG. 33

3301 ○ ○ KK 3302 DATE : DECEMBER 12, 2001

3303 CUSTOMER ID : × × × × ×

3305 IF YOU WANT AGREEMENT FOR PRINTER, PLEASE TURN
ON BOXES ON LIST OF PRINTERS USED BELOW AND
CLICK ON "NEXT"

3304	MODEL FOR AGREEMENT	AGREEMENT CONTENTS	3306
<input type="checkbox"/>	LBP-A1	BASIC MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/> 3307
<input checked="" type="checkbox"/>	LBP-A2	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>
<input type="checkbox"/>	LBP-B1	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>
<input type="checkbox"/>	LBP-B2	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>
<input type="checkbox"/>	LBP-B3	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>

3308 3309

FIG. 34

3401	3402	3403	3404	3405	3406	3407
PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01 ~ 2001/12/31
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01 ~ 2001/12/31
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01 ~ 2002/06/30
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01 ~ 2002/06/30
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01 ~ 2001/12/30

FIG. 35

3501 3502

○ ○ KK DATE : DECEMBER 12, 2001

CUSTOMER ID : × × × × ×

3503 YOU HAVE "SPOT MAINTENANCE AGREEMENT" FOR
LBP-A2 UNTIL DECEMBER 31, 2001

3504 IF YOU WANT TO CHANGE AGREEMENT, PLEASE TURN
ON CHECK BOX CORRESPONDING TO NEW AGREEMENT
CONTENTS.
IF YOU WANT TO CHECK AGREEMENT CONTENTS, PLEASE
CLICK ON "DETAILS"

3505 ☐ SPOT MAINTENANCE AGREEMENT 3506 DETAILS 3507

☒ BASIC MAINTENANCE AGREEMENT DETAILS

☐ COMPREHENSIVE MAINTENANCE AGREEMENT DETAILS

CANCEL NEXT

3508 3509

FIG. 36A

3601	3602	3603
MAINTENANCE AGREEMENT SYSTEM	CHARGE FOR USE OF CARTRIDGE	CHARGE FOR REPAIR *1
SPOT MAINTENANCE AGREEMENT	INCLUDED	PAY EXPENSE FOR EACH REPAIR
BASIC MAINTENANCE AGREEMENT	INCLUDED	INCLUDED / UPPER LIMIT AMOUNT ACCORDING TO AGREEMENT PERIOD IS SET FOR EACH MODEL *2
COMPREHENSIVE MAINTENANCE AGREEMENT	INCLUDED	INCLUDED / NO PARTICULAR UPPER LIMIT AMOUNT IS SET, AND ANY REPAIR IS DONE FREE

*1) CHARGE FOR REPAIR INCLUDES ALL EXPENSES FOR REPAIR, INCLUDING CHARGES FOR DISPATCH, REPAIR, AND COMPONENTS

*2) UPPER LIMIT AMOUNT FOR EACH MODEL IS SHOWN IN TABLE BELOW

FIG. 36B

3604	3605
MODEL	UPPER LIMIT AMOUNT (FOR SIX MONTHS)
LBP-A	¥ 20,000
LBP-B	¥ 30,000
LBP-C	¥ 15,000

FIG. 37

3701

3702

MODEL	UNIT PRICE PER PRINT FOR AGREEMENT CONTENTS		
	SPOT MAINTENANCE AGREEMENT	BASIC MAINTENANCE AGREEMENT	COMPREHENSIVE MAINTENANCE AGREEMENT
LBP-A	10 YEN	13 YEN	15 YEN
LBP-B	9 YEN	12 YEN	14 YEN
LBP-C	12 YEN	15 YEN	16 YEN
LBP-D	7 YEN	9 YEN	10 YEN

FIG. 38

3801 3802

○○ KK DATE : DECEMBER 12, 2001

CUSTOMER ID : × × × × × 3803

TYPE OF AGREEMENT FOR LBP-A2 IS BEING CHANGED FROM
"SPOT MAINTENANCE AGREEMENT" TO
"BASIC MAINTENANCE AGREEMENT"

* CURRENT AGREEMENT IS "SPOT MAINTENANCE AGREEMENT"
UNTIL DECEMBER 31, 2001

3804

PLEASE INPUT DESIRED AGREEMENT PERIOD

FROM JANUARY 1, 2002
TO □ □ □ □ , 200□

3805 3806

RETURN OK

FIG. 39

3901 3902

○○ KK DATE : DECEMBER 12, 2001

CUSTOMER ID : × × ×

CURRENT "SPOT MAINTENANCE AGREEMENT" WILL BE
CHANGED TO "BASIC MAINTENANCE AGREEMENT"
FROM JANUARY 1, 2002 TO JUNE 30, 2002.
IF OK. PLEASE CLICK ON "OK" BUTTON

3903

3904 3905

RETURN OK

Detailed description: The figure shows a rectangular window representing a computer screen. At the top left, there are two small circles followed by 'KK', with a label '3901' pointing to them. At the top right, the date 'DATE : DECEMBER 12, 2001' is displayed, with a label '3902' pointing to it. Below the top left, the text 'CUSTOMER ID : × × ×' is shown and underlined. In the center of the window is a smaller rectangular box containing a message about changing a maintenance agreement. A label '3903' points to this central box. At the bottom of the window are two buttons: 'RETURN' on the left and 'OK' on the right. Labels '3904' and '3905' point to these buttons respectively.

FIG. 40

4001

4002

○ ○ KK

DATE : DECEMBER 12, 2001

CUSTOMER ID : X X X

AGREEMENT FOR LBP-A2 HAS BEEN CHANGED.
LBP-A2 HAS "BASIC MAINTENANCE AGREEMENT"
FROM JANUARY 1, 2002 TO JUNE 30, 2002.

4003

TO PRINT NEW AGREEMENT CONDITIONS,
PLEASE CLICK ON "PRINT"

END

PRINT

4004

4005

Year	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

FIG. 41

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4108	4101	4102	4103	4104	4105	4106	4107
PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD	
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01 ~ 2001/12/31	
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01 ~ 2001/12/31	
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01 ~ 2002/06/30	
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01 ~ 2002/06/30	
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01 ~ 2001/12/31	
LBP-A2	BBBB	BASIC MAINTENANCE AGREEMENT	0 LEAVES	13 YEN	0	2002/01/01 ~ 2002/06/30	